



Wharton County Junior College

911 Boling Highway • Wharton, Texas 77488 • (979) 532-4560

Technology Departments March Highlights

The following reports and/or surveys have been completed:

- Spring 2016 CE Student report – CBM00A
- Spring 2016 CE Class report – CBM00C
- Spring IPEDS survey for Finance
- Noel Levitz student file survey

There were no Management Information System patches and upgrades for March 2016.

IT Help Desk support tickets and calls for the month of March 2016.

Communication Type	Portal	Blackboard	Online Services	Admissions PIN reset	Misc	Total
Support Tickets	199	7	23	10	10	249
Telephone Calls	165	18	9	6	544	762
Totals	364	25	52	16	554	1011

The Network Services team have replaced or supplied the following locations with new computer systems, monitors, and/or printing devices in March 2016.

Division/Dept	Wharton	Richmond	Sugarland	Bay City
Division of Life & Physical Sciences		Doriski, C – Monitor- TC 2401		
Division of Vocational Science		Ondruch, L – Printer- TC 109		
Division of Communications and Fine Arts		Bramble, D- CPU- TC 240L		
Division of Social and Behavioral Science	Shine, G – Printer- S 210	Vardy, R – Monitor- TC 240K		
Student Services			Paredes Torres, A –Monitor- SGL 129	
Classrooms	CPU – S223			

Work Request by category for the month of March 2016.

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Account Management	2	2	2	3
Banner Access/Security	21	18	20	10
Banner AR	2	0	0	50
Banner Doc Image	1	1	2	4
Banner Finance	1	0	0	67
Banner Financial Aid	2	0	0	100
Banner HR	2	0	0	25
Banner ID	13	1	1	618
Banner Payroll	3	1	1	73
Banner Student	4	0	1	198
Change of Office	1	1	1	0
Computers – Classroom	84	63	68	45
Computers - Office	95	65	72	68
Copiers	2	1	1	1
Data Projectors	5	4	6	11
Database Administration	6	1	2	37
Email Name Correction	0	0	0	1
Employment Changes	22	20	20	6
Malware	35	8	8	31
HP3000/MiniSoft	0	0	0	0
Moving IT Equipment	0	0	0	1
Network Services	2	0	0	4
Network Passwords	0	0	0	0
Printers – Classrooms/Lab	6	3	3	6

Category	New Service Request for the month	Of the New Service Request Total Completed	Total Completed Service Request	Total Remaining Open Service Request
Printers - Offices	13	10	13	10
Reporting	9	1	7	93
Scanners	1	1	1	0
Software	24	14	15	30
Student Email Name Change	0	0	0	1
Telephones – Classroom	0	0	0	2
Telephones – Offices	4	4	4	21
TracDat	0	0	0	0
Training	4	4	8	28
Web Services	138	136	134	7
Workstation Assessment	2	2	3	2